ADMINISTRATIVE GUIDE TO SOFTWARE PRODUCT RETIREMENT

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ABSTRACT: This guide describes a process that can be used as a tool when reaching Phase 4B and Phase 5 of a product's life cycle.

APPLICABILITY: This guide is applicable for all product managers responsible for the phase down of a software product.

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Responsible Department:	Software Products Group
Responsible Person:	Karen Flannery and Susan Husband
SMC Writer:	Sheri Smaller

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Karen Flannery, Software Products Group

Susan Husband, Software Products Group

Direct requests for further information to:

Karen Flannery

PKO3-2/J3, DTN: 223-7051, SPGOPS::FLANNERY

or

Susan Husband

MKO1-2/E11, DTN: 264-7359, VAX4::HUSBAND

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1 OVERVIEW AND INTRODUCTION

The Product Phase Down Program Office (PPD-PO), part of the Software Products Group (SPG), originated after identifying a need for the development of a formal process for ending sales and support obligations (end of service life) of a software product. The following guide, written primarily for product managers within a PBU, describes a process that can be used as a tool when reaching Phase 4B and Phase 5 of a product's life cycle in conjunction with *DEC STD 028-1 Corporate Product Phase Down Policy* (draft).

Product phase down defines the process by which Digital manages all software and hardware products as they approach sales end-of-life and until all customers have been successfully migrated to other solutions.

As a company concerned with customer satisfaction, Digital will always be committed to finding solutions to service issues until the actual product usage life ceases. The cost of these solutions, whether it be Digital's or the customers', can be reduced by better preparing for the end of sales life and the end of service life.

The PPD-PO continues to refine this process and develop new resources to ensure that accurate information is readily available for the entire Corporation. As a result of this, unnecessary expenditures can be reduced, profits per individual product maximized, and, most importantly, Digital customer obligations met worldwide.

The implementation section outlines U.S. administrative processes. It provides a mechanism for company-wide notification of retirements, especially where cross functionalities occur, but does not outline administrative processes of other countries. It does not address the criteria for determining whether a product should or should not begin retirement. It also does not address issues that may occur between the end of service life and end of product usage life.

Further information or assistance may be obtained by contacting a representative of the SPG/PPD-PO group. We encourage you to include our group as a part of your retirement team.

2 SETTING UP A RETIREMENT TEAM

Once the decision to retire has been made, the product manager shall determine who the key contacts or team members will be. A representative from each of the following groups shall be identified. Some examples of the functions of each team member are also mentioned. Others members may be included, depending on the circumstances surrounding the impact of the retirement. This team will plan and execute the Product Phase Down Plans for the particular product being retired.

If the product is sold, stocked, or distributed on a worldwide basis, notify a representative from each of the respective countries of the retirement decision.

2.1 SOFTWARE PRODUCT BUSINESS UNIT (PBU) PRODUCT MANAGER

The Software PBU Product Manager is responsible for:

- Leading and coordinating the activities of the product phase down
- Closing and documenting:
  - — Phase 4B, full product phase down plans including schedules, which are the results of the retirement team meetings. Retirement team members, PBU management, and the sponsoring vice president shall be copied.
  - — Phase 5, implementation.
- Specific documents and tracking of milestones with regard to vice presidential approval

- Specific documents and tracking of milestones with regard to final updates or maintenance releases
- Top 100 products require Phase Review Committee approval before PAC approval
- Final Review memo
- DSPS Update Forms
- Writing and submission of PAC proposal; PAC approval completes (exits) Phase 4B
- PAC Approval Notification memo
- Sales Update article
- Hardware Sales Pilot Program, where applicable
- DDS Inventory Disposition Form, where applicable
- Notice of Product Obsolescence Memo sent
- Obsolete Product Form approval

NOTE

Not all Vendor Agreements require Royalty Payments; however, all Vendor Contract Agreements made in regards to the product shall be reviewed for contract cancellation.

2.2 SOFTWARE MANUFACTURING BUSINESS UNIT

The Software Manufacturing Business Unit is responsible for:

- Material acquisition and maintaining the inventory level
- Managing the process of excess inventory disposition
- Generating the Obsolete Products Form; keeping the Bill of Materials (BOM) and Materials Requirements Planning (MRP) systems accurate and managing the disposal of obsolete inventory
- Archiving inventory and maintaining an Archive Library
- Ensuring that Phase 4B Business Plans include the SW/MBU's and Software Supply Business' (SSB) approval and commitment

2.3 SOFTWARE PRODUCT SERVICES

Software Product Services is responsible for the following. This is a U.S.-only organization.

- Selling variable length support contracts to customers who wish to renew their contract
- Notifying the U.S. service customers about the retirement of the product by mailing letters to the service customers
- Removing the service option numbers from DSPS
- Offering additional support opportunities
- Ensuring Phase 4B Business Plans include SPS's approval and commitment

2.4 CUSTOMER SERVICES SYSTEMS ENGINEERING (CSSE)

Customer Services Systems Engineering is responsible for:

- Reviewing all support contracts; establishing an ending service date depending on the contract sold date
- Researching the customers outstanding service needs
- Determining the worldwide service commitments
- Notifying the PBU/Engineering Product Manager of any outstanding customer issues, including Software Performance Reports (SPRs)
- Providing input to the Sales Update article in regards to the end of service life, support issues, and the migration strategy to the Product Manager
- Providing the Retirement Team with a written document outlining the serviceability requirements needed for the remainder of the products service life and with a decision on the best solution with respect to the migration strategies for their particular customers
- Ensuring Phase 4B Business Plans include CSSE's requirements, approval, and commitment

2.5 MARKETING

Marketing is responsible for:

- Providing worldwide customer information and expectations with respect to product migration
- Working directly with the customer regarding migration, if needed
- Ensuring Phase 4B Business Plans include Marketing's approval and commitment

2.6 ENGINEERING

Engineering is responsible for:

- Providing Engineering support for the duration of the Customer Service Contracts.
- Developing and enhancing updates, upgrades, final releases, and migration tools, ensuring that outstanding SPRs are resolved.
- Archiving of applications and their sources. Refer to *DEC STD 188-0 Archiving Engineering Information: Policy and Procedures*.
- Ensuring Phase 4B Business Plans include Engineering's approval and commitment.

2.7 VENDOR APPLICATION SERVICES (VAS)

Vendor Application Services is responsible for the following in regards to the third-party products they support. This is currently a U.S.-only organization.

- Negotiating various support arrangements with vendor
- Understanding support commitments of each vendor contract
- Reviewing all support contracts; establishing an ending support service date depending on the last sales quote taken
- Notifying the service customers about the retirement of the product by sending customer letters out
- Removing the service options from DSPS

- Offering additional support opportunities
- Ensuring Phase 4B Business Plans include VAS's approval and commitment

2.8 ROYALTY ADMINISTRATION

Royalty Administration is responsible for:

- Maintaining the Royalty Tracking System
- Understanding vendor-specific royalty arrangements and financial obligations
- Supplying the product manager with contract-specific information regarding other products, subject to royalty, contained within the contract

3 RETIREMENT TEAM RESPONSIBILITIES

The following subheads list some of the questions to be answered when determining the end of sales and service schedule and impact. The people comprising the retirement team shall address and answer the following questions, at a minimum.

4 CUSTOMER IMPACT

1. Is a final update/upgrade necessary? What resources are needed for a final update/upgrade?
   - Administrative changes
   - Service support
   - Engineering support
2. Who are the customers? How many supported and unsupported customers are there? How do the customers use the product? Is this product part of a government awards contract?
3. What types of alternatives or replacement products are available? Are migration tools necessary? Should and can the unsupported base be offered the same migration strategy as the supported base?
4. Are alternatives or replacement products being developed? If so, who will develop and support them? How much time is needed? What migration tools are needed?
5. Who will provide service support for the remainder of the support term?

   The support term will not end until all of the outstanding service contracts have expired. Eighteen months after the sale of the last service contract sold is the norm for ending services; however, many products will need to be supported beyond the 18 months.
6. How should SPS notify the customers?

   A letter shall always be sent to customers. The product manager and CSSE may provide input to this letter. If the base is small enough, SPS may work with the business account specialist to discuss customer accounts.

   If there is a replacement product or migration plans, can the customers' service contracts also be migrated?

4.1 CORPORATE STRATEGY

1. What products or sales tools will be impacted by this retirement?
   - Are any of the component parts of this product contained in other products?
   - Is it part of a family of products?
   - Does this product run on other systems?
   - Is it a prerequisite of another product? Will the retirement obsolete any other software product or hardware devices?
   - Has there been a change in the market strategy that has removed sales emphasis?
   - Is the product leveraging sales of another product?
   - What internal and external publications mention the product?
2. Can and should the product and/or sources be submitted to the DECUS Library?
   - The sources should not be submitted to the DECUS Library if they are similar to any other existing product's sources.
   - Should the sources be archived or obsoleted if the binaries and documentation are submitted?

4.2 LEGAL

1. Are there any legal reasons why the product should not be retired?
   - Are there legal problems with the vendor that need to be resolved?
   - Are there any outstanding financial obligations?
   - Has Digital implied various enhancements, functionalities, and so on that would be provided to the customer?
2. Should the product be archived?

   All high-impact software should be archived.

   Refer to Appendix E for the Software Manufacturing Archive Policy.
3. Are there any unfulfilled customer commitments (outstanding SPRs)?

4.3 THIRD-PARTY SOFTWARE

If the proposed product is a third-party application, the following questions must be answered in addition to those outlined in previous subheads.

1. Should the contract be canceled or amended? Is this a worldwide contract? Will the retirement consist of the entire product set or less than the entire set? Who will be notified in Europe and GIA? How and when will the vendor be notified?

   A letter must be written and the Law Department must approve. Royalty Administration and other interested parties must be copied.
2. Does the contract contain a hardware agreement? What equipment does the vendor have? What types of arrangements were made regarding the equipment? Does the vendor wish to purchase the loaned equipment? If so, refer to Appendix C.

3. The Digital Distributed Software (DDS) Inventory Disposition Form must be sent to applicable vendors. Once a response is received from the vendor, the Inventory Information and Process Group of SSB must be notified as to the decision. If the vendor decides to purchase the remaining inventory, the Inventory Information and Process Group will work with Purchasing and credit the appropriate cost center. Refer to Appendix D for this form.
4. Are there any outstanding royalty issues? For how many quarters after the retirement should shipments and invoicing of orders in the pipeline be expected? Should royalties continue to be paid on these units? Thereafter, should royalties on any subsequent units recorded by the Royalty Tracking System be paid normally or referred to the product manager for investigation? How will Royalties for Digital-developed products that contain third-party component parts, but are not a part of Royalty Administration be handled?
5. Has the Contract Termination Clause been adhered to?

   Vendors must be notified after the retirement has been PAC-approved.
6. Does Digital support the product? If so, have the support groups been notified? Can customers be referred to the vendor? Will the vendor provide backup support to Digital?
7. Are there any known problems with this vendor that require sensitive handling?
8. Third-party software should be stored in accordance with Digital Records and Retention Policies and Procedures. Refer to Appendix F.
9. Should the service customers be transitioned to the vendor? Is the vendor willing to assume support of existing customers?

5 END OF SALES AND END OF SERVICE IMPLEMENTATION SCHEDULE

As part of Phase 4B, the implementation schedule has to be defined. Refer to Appendix G for the PPD worksheet. This worksheet will be helpful throughout the entire implementation phase.

- Legally, Digital must honor a quote for 60 days; some exceptions go for 90 days.
- Legally, a SPS Service Agreement cannot be canceled in its first year. SPS must honor the contract to its end service date plus six months for a total of an 18 month retirement cycle. The service Q-numbers shall be put into Maintenance Mode and non-print when the retirement is announced to the customer base. The service Q-numbers shall remain on file until all service contracts have expired or between three and 18 months from the DSPS product deletion date. The timing may vary depending on the complexity of the retirement.
- The Digital Standard Calendar may be obtained through Data Management Services.
- Be sure to remember any internal or external publications that may have referenced the product.

Once a schedule has been agreed to, implementation can begin. The following subheads detail the steps needed to be addressed. These steps are in sequential form and represent the exact order in which the events should take place.

6 VICE PRESIDENTIAL APPROVAL MEMO

1. The appropriate vice president's sponsorship and approval is required by PAC and his/her name must be included in section 1.2 of the PAC proposal.
2. A copy of the PAC proposal shall be sent to the vice president for approval. Note that some vice presidents have their own approval process that must be followed.

6.1 FINAL UPDATE/UPGRADE COMPLETED AND FCS'D

1. All final update submissions shall be actively shipping before the product is removed from DSPS.
2. If there is a problem with the current version of the product, it may go on Engineering Hold. Engineering Hold stops shipment of a product, but does not stop sales. Adverse customer impact is increased due to potential backlog and inventory issues.

   If a product must be put on Engineering Hold, a short memo justifying the decision is required by the Software Manufacturing Business Unit (SW MBU) and shall be sent to the Software Manufacturing Business Unit New Product Planner (SW MBU/NPP). For more information regarding Engineering Hold, contact your SW MBU/NPP.

6.2 REPLACEMENT PRODUCTS SHIPPING

All replacement or alternative products must be shipping before the product is removed from DSPS. This also refers to any migration tools.

6.3 FINAL REVIEW MEMO

This is to be completed two weeks prior to DSPS Update Forms submission.

1. This memo shall be addressed to any people or organizations that may be impacted by the product retirement; for example, CSSE, SPS, Engineering, and so on.
2. There is a standard distribution list of people who must receive copies of all retirements. These are key people chosen throughout the Corporation who may have final concerns. Contact the SPG /PPD Program Office at DTN: 264-7359 or DTN: 223-7051 to obtain the appropriate distribution list.
3. Attach the final PAC proposal to this memo and request that questions or concerns be addressed at least three days prior to submitting the DSPS Update Forms, such that any necessary changes can be made at this time. This memo should also note the PAC submission and meeting dates.

6.4 DSPS UPDATE FORMS

This is to be completed four weeks prior to PAC submission.

1. All Software DSPS Update Forms can be submitted electronically.
2. All Q-numbers must be listed individually. Obtain a list of all pertinent Q-numbers from the price file. Do not use the Price Book. Appendix A contains an example of the DSPS Update Forms.
3. SPS and SPG are responsible for software changes to DSPS; therefore, DSPS Update Forms shall be sent to these two groups. Address license and H-kit changes to SPG and service changes to SPS.

   SPGOPS::PRODADM (SPG)
   CASPRO::SPSADM (SPS)

   These organizations obtain DSPS Update Form approvals from SSB, SPD Administration, and Royalty Administration. The product manager must obtain approval from the SPS and CSSE representatives handling the product before the DSPS Update Forms are sent to the groups previously outlined. When submitting the DSPS Update Form, request that a copy of each form be returned with all the necessary approvals. Electronic approvals are acceptable.

Delete dates for Periodic Payment Licenses (PPL) must be obtained separately from SPG. These part numbers cannot be removed from DSPS until the rental agreements have expired. Once determined, this information shall be forwarded to SPGOPS::PRODADM.

4. The DSPS Update Forms must include the following information.

Information required for changes to the price file:

- Model number(s)
- PAC approval date, if required
- MLP price change
- Change, other than MLP price change, affected
- Effective date of transaction(s)
- SLP required (yes/no)

Information required for license product adds:

- PAC approval date
- Product number(s)
- License variants required/requested
- Product description
- E/U discount codes
- OEM discount codes
- SPD number
- Effective date
- MLP
- SLP required (yes/no)
- Order routing code, if available
- Volume pricing required (yes/no)

Information required for license product deletes:

- PAC approval date
- Model numbers
- Effective date

All forms requesting changes to status type R must include a request for the print indicator to be turned off, which stops the product from being printed in the next publication of the U.S. Price List (U.S. Price Book).

All forms requesting changes to maintenance mode must also include the following, unless previously requested.

- A request for the print indicator to be turned off, which stops the product from being printed in the next publication of the U.S. Price List (U.S. Price Book).
- Change the order method code to N (non-saleable) to stop all sales.

DSPS Update Forms must be sent to SPG and SPS at least one month prior to the PAC submission date. The first form shall have the license, H-kit, Periodic Payment License (PPL), and service options put into status type code R. This denotes that the product is being phased down.

Orders may still be taken and processed when a product is coded with a status type R. This allows the field enough time to prepare for the final ordering date. The amount of pre-warning time given the field depends on the impact of the product retirement. A minimum of 90 days is required when using status type code R. At this time, the print indicator shall be turned off and, therefore, the product will not appear in the next quarterly update of the price book.

A message will appear on the Automated Quoting System (AQS) and FOCUS screen that reads: Retirement Approved/Consider Alternate Product.

In some situations, it will not make sense to use status type code R as part of the phase down process. For example, when a product is on Engineering Hold within SSB, the R code should not be used because it would open the ordering channels up again for that product. For the majority of the products being retired, the R code should be used.

The second form shall have the the license, H-kit, PPL, and service options put into Maintenance Mode and Non-print for the USPL.

The third form explains when to remove those licenses, H-kit, and service options. Refer to Appendix A for examples of these forms.

6.5 PAC SUBMISSION DATE

1. Send a copy of the PAC Proposal to the Pricing and Announcement Committee. Refer to Appendix D for an example of the PAC Proposal.

   E-mail the proposal on or before the Wednesday noon submission date to ASABET::HARVEY in order to receive an orderly review and an agenda assignment (Quickie Board or discussion) at the next PAC meeting. The calendar of dates may be copied from ASABET::PAC$PRICING-CALENDAR-FY90.TXT.

2. Send an electronic copy of the PAC Proposal to your CSSE representative.

6.6 SALES UPDATE ARTICLE SUBMISSION DATE

1. Refer to the Digital Standard Calendar for the Sales Update submission and publication dates.
2. All articles must be sent electronically to SALES::SALES_UPDATE.
3. The article shall be directed towards the Sales Force and Sales Support. It should include the date that the product will no longer be available for sales (the change to maintenance date) and applicable migration strategies. SPS will provide information regarding services, migration strategies, and ending support dates.
4. All Sales Update articles must have the product managers name and DTN on them.
5. All trademarks must be referenced in the article.

6.7 PAC MEETING DATE

1. The Pricing and Announcement Committee shall announce the PAC approval of the retirement.
2. Following PAC approval, SPS can begin to notify customers.
3. Vendor letters, documents in regards to the Hardware Loaner Program (Appendix C), and DDS Inventory Disposition Forms (Appendix D) shall be sent registered, return receipt requested to the vendor at this time.

   The expiration or termination date must be explicit in the vendor letter.
4. If the product is going into the DECUS Library, obtain a copy of the product before it is removed from DSPS. Note that the product becomes public domain upon its submission.
5. If the product is on Engineering Hold, ask your Software Manufacturing New Product Planner (SW MBU/NPP) to have the Reason on the Engineering Hold Report changed to Retirement.

6.8 PAC APPROVED SOFTWARE RETIREMENT MEMO

This memo shall be addressed to any people or organizations that may be impacted by the product retirement; for example: CSSE, SPS, Engineering, and so on.

There is a standard distribution list of people who must receive copies of all retirements. Contact the SPG/PPD Program Office at DTN: 264-7359 or DTN: 223-7051 to obtain the appropriate distribution list.

This notification shall be sent out as soon as possible after PAC approval is received. It should include:

- PAC approval date
- All part numbers
- Status type code changes and effective dates
- Sales Update publication date

6.9 SALES UPDATE ARTICLE PUBLICATION DATE

Verify publication of the Sales Update article.

6.10 STATUS TYPE CODE CHANGE TO R

The print indicator should have been turned off and, therefore, the product will not appear in the next quarterly update of the Price Book.

Verify that the status type code has been changed to R on DSPS.

6.11 DSPS MAINTENANCE MODE, PRINT INDICATOR AND ORDER METHOD CODE (OMC)

1. The product shall be put into Maintenance Mode and Non-print in the Price Book on this date. All products must be put into Maintenance Mode for a minimum of 90 days before they are removed from DSPS in order to clear all quotes in AQS.
2. If applicable, the OMC should change to N in order for the product to become non-saleable.
3. Verify that the changes were made.

6.12 NOTICE OF PRODUCT OBSOLESCENCE

1. After the PAC Proposal has been approved, and two weeks before the product and license Q-numbers (not service Q-numbers) have been removed from the Price File, a number of people must be notified who will begin the process of inventory disposition. Contact the SPG/PPD Program Office at DTN: 264-7359 or DTN: 223-7051 for the appropriate distribution list.
2. The *Notice of Product Obsolescence Memo* shall be primarily addressed to the Software Manufacturing Business Unit/New Product Planner and a copy should also be sent to SSB Purchasing along with the DSPS Inventory Disposition Form. It should be noted again whether or not the product shall be archived or obsoleted. If the product is to be archived, a short memo justifying this decision is required by the SW MBU/NPP.

   When making the decision to archive or obsolete, note the following.

   - If the product is obsoleted, it is no longer shippable and the inventory is disposed of.
   - Archiving the product allows it to be obtained by requesting an archive order. Archive orders are only available for one year. All products with a high impact should be archived.
3. If the product is on Engineering Hold, request that the Software Manufacturing New Product Planner have the product taken off of the Engineering Hold report once the inventory has been disposed of.

6.13 DSPS DELETION DATE

Verify that the products have been removed from the Price File.

6.14 OBSOLETE PRODUCTS FORM FROM SW MBU/NPP

1. The Software Manufacturing Business Unit New Product Planner shall initiate the creation of the Obsolete Products Form after receiving the Notice of Product Obsolescence Memo.
2. The SW MBU/NPP shall then send the Obsolete Products Form electronically to the PBU Product Manager.
3. Each of the options and the component parts that comprise that option shall be listed on this form and the SW MBU/NPP shall have inserted Remove, Existing, Archive, or Obsolete next to each part number. Confirm that the correct action is listed for each option and/or component.
4. It is not necessary to obtain any of the other signatures on this form.
5. The SPG's documentation group is included on the distribution list for the Notice of Product Obsolescence Memo. Once this notice is received, all GZs (documentation kits) on that memo are removed from DSPS.
6. Once verified, the form must be approved and returned to the SW MBU/NPP in order for the SSB to begin disposing the inventory. Electronic approvals are acceptable.

6.15 SERVICE SUPPORT DELETION DATE

1. This date represents how long Engineering must support the product.
2. All of the expiration dates for all of the existing Service Support Contracts must expire on or before this service support deletion date.

APPENDIX A

DSPS UPDATE FORMS

TO: SPGOPS::PRODADM
CASPRO::SPSADM

FROM: (PRODUCT MANAGER)
DATE:
DEPT:
LOC:
DTN:

CC: (SPS Representative)

SUBJECT: DSPS STATUS TYPE CODE CHANGE TO **R**

PAC Submission Date:
PAC Meeting Date:
Effective Date:

1. Change the following license, H-kit, and PPL part numbers status type to R and change the print indicator to off effective <date>:

   <List all affected part numbers, including variants and description.>

2. Change the following service options status type to R:

   <List all service part numbers, including variants and descriptions.>

3. Please send a copy of this form back to me with the appropriate approvals prior to the PAC submission date.

TO: SPGOPS::PRODADM
CASPRO::SPSADM

FROM: (PRODUCT MANAGER)
DATE:
DEPT:
LOC:
DTN:

CC: (SPS Representative)

SUBJECT: DSPS MAINTENANCE CHANGE FOR <EFFECTIVE DATE>

PAC Submission Date:
PAC Meeting Date:
Effective Date:

1. Place the following license, H-kit, and PPL part numbers into Maintenance Mode and change the OMC code to N effective <date>:

   <List all affected part numbers, including variants and description.>

2. Change the following Service Options to Maintenance mode:

   <List all service part numbers, including variants and descriptions.>

3. Please send a copy of this form with the appropriate approvals to me prior to the PAC submission date.

TO: SPGOPS::PRODADM
CASPRO::SPSADM

FROM: (PRODUCT MANAGER)
DATE:
LOC:
DTN:

CC: (SPS Representative)

SUBJECT: DSPS DELETES FOR <EFFECTIVE DATE>

PAC Submission Date:
PAC Meeting Date:
Effective Date: (Licenses and H-Kits)
Effective Date: (Services)

1. Delete the following license, H-kit, and PPL part numbers effective <date>:

   <List all affected part numbers, including variants and description.>

2. Delete the following Service Options effective <date> or whenever all customer service contracts have expired, whichever is sooner.

   <List all service part numbers, including variants and descriptions.>

3. Please send a copy of this form with the appropriate approvals to me prior to the PAC submission date.

APPENDIX B

PAC PROPOSAL

TO: PAC
FROM: (PRODUCT MANAGER)
SUBJECT: APPROVAL TO RETIRE A SOFTWARE PRODUCT

PRODUCT PHASE DOWN OF <Product Name>

1.1 DECISION REQUESTED:

Approval to retire the following products:

```
UPI                    Description
 |                         |
 V                         V
```

Include a paragraph containing all changes and effective dates to the Price File. For example, all part numbers will change to status type code R on <date> and go into Maintenance Mode on <date>. The licenses and H-kits will be deleted on <date>, the services no later than <date>, and the PPL part number as the rental agreements expire.

You may have the need for other headings under subhead 1.1.

1.2 PROPOSAL SPONSORS:

<Product Managers name and department>
<Vice president sponsoring the retirement>
<Other>

1.3 PROPOSAL SUMMARY:

A brief explanation of why the product is being proposed for retirement and a description of the phase down team should go in this section. Explain the risks involved with this retirement.

1.4 PRODUCT DESCRIPTION:

A brief product description including product and details of support services, kits, installation, and so on. Include the SPD number in this subhead.

1.5 PRODUCT STRATEGY:

A brief description of the planned activities, migration strategies, and field and customers plans. Include solutions for any strategies, field and customer plans, and for any risks previously mention. SPS plans in conjunction with Field Service and their objectives in regards to maintaining their position within the market.

1.6 BUSINESS OBJECTIVES:

For example, inventory reduction, customer support, new directions, and so on.

1.7 SCHEDULE OF EVENTS: Include a schedule of the key dates.

Sales Update article publication date:
DSPS change to status code R date:
DSPS change to Maintenance Date:
End of SPS Support Date
DSPS Delete date:

APPENDIX C

HARDWARE LOANER PROGRAM

Upon determining a vendor's willingness to purchase loaned equipment, the product manager should follow these steps to ensure proper processing of the sale transaction.

1. Determine the vendor's Digital account representative by:
   - Instructing the vendor to contact the local Digital Sales Office and ask for his account representative's name, or
   - Contacting the proper Digital Sales Office yourself to determine the vendor's account representative. Call (800) 222-8114 to find the district, account, and names of individual contacts you may give the customer.
2. Contact the account representative and detail the situation at the vendor site. Secure commitment from the sales representative to initiate the selling process. Ensure that sales representative is aware of the following stipulations (from the Corporate Accounting and Reporting Policy Manual):

   "T's and C's must indicate that the equipment is being sold as used, and must include a signed statement from the vendor agreeing not to resell the equipment."
3. Product manager provides the Operations Group contact with a memo detailing the following information.
   - Model number list of equipment being sold.
   - Brief explanation of why this capitol equipment is being sold (to assist in securing the proper signatory approvals.)
4. Operations Group contact establishes a district or area accounting contact who will coordinate /expedite the sale transaction. Necessary paperwork is prepared and forwarded to this contact for approvals and processing.
5. All equipment disposition paperwork is collected, completed, and filed by Operations Group contact. The product manager need only establish the sales representative relationship.

Any questions regarding these steps should be directed to the Operations Group.

APPENDIX D

DDS INVENTORY DISPOSITION FORM

NOTE

This form should be sent to the vendor, so that the vendor can advise Digital as to the disposition of the current inventory of the product being retired. Before the form is sent to the vendor, the top information should be filled out. Product management is to work with the Inventory Information and Process Group in order to get inventory quantities and prices.

The vendor will respond by checking one of the two boxes listed below and sending this form back to the product manager.

DISPOSITION OF DIGITAL DISTRIBUTED SOFTWARE

VENDOR:

DATE	PRODUCT NAME	CURRENT INVENTORY	PURCHASE PRICE	TOTAL COST

( ) Vendor wished to purchase any inventory of the product currently in Digital's possession at the price paid by Digital, except for inventory necessary for Digital to meet any outstanding contractual obligations to its customers.

_____ _____

Signature Date

( ) Vendor instructs Digital to destroy any inventory of the product currently in Digital's possession, except for product units necessary for Digital to meet any outstanding contractual obligations to its customers.

_____ _____

Signature Date

APPENDIX E

SOFTWARE MANUFACTURING ARCHIVE POLICY

* Software Manufacturing will maintain archive software kits and parts for one year from the date they become archived.

* Policy information provided.

Software Manufacturing Archive Policy

1.0 Digital Software Manufacturing will develop and maintain the capability to ship archive software kits and parts for one year after the date on which it becomes an archive. A kit/part will be reclassified as obsolete after remaining at an archive status for one year. An archive kit/part is one that can be shipped, but not current and an obsolete kit/part is one that is no longer available.

1.1 The following exceptions apply.

- Only the last archive version of a product will be available as an archive kit, all previous versions will be obsoleted.
- DCS and third-party products that are retired will have all versions of the kit classified as obsolete upon retirement.
- Personal computer products (PRO, DECmate, Rainbow, Robin) will not be available in archive versions. All non-current versions will be classified as obsolete.

2.0 Archive kits will not contain SPDs and may not contain certain non-functional components such as spine and divider sets, special binders, and so on. A customer letter will be included with each archive kit that informs customers that they are receiving a non-current kit and explaining that it may not be supported by Digital.

3.0 Masters for all obsolete products will be maintained by Software Manufacturing for a period of not less than seven years. This requirement can only be changed with Legal and Product Management approval.

4.0 Obsolete kits will not be generally available from Software Manufacturing. Under extraordinary circumstances and/or for legal reasons, obsolete kits will be made available on an exception basis. The component and structure restrictions noted above for archive kits will apply. Any special request must have the appropriate authorizations from either the Digital Legal Department and/or the Software Product Group Manager. This special request must be made through the SSB/ESSB Order Administration Group.

5.0 This policy is worldwide in scope and covers the entire range of software products.

APPENDIX F

RECORDS ADMINISTRATION RETRIEVAL AUTHORIZATION FORM

UNIT CONTROL FORM

RECORDS ADMINISTRATION

CUSTOMER NUMBER ⌊⌊⌊⌋		DEPARTMENT/LOCATION		
COST CENTER ⌊⌊⌊⌋	RECORD DATE	RET. PERIOD	DISPOSAL DATE	MEDIA CODE ⌊⌊⌋
LABEL NUMBER				
RECORD CONTROL NO. ⌊⌊⌋ — ⌊⌊⌊⌊⌋		DESCRIPTION		
RECORD SERIES ⌊⌊⌊⌊⌊⌊⌋ — ⌊⌊⌊⌊⌊⌊⌋		RECORD SET ⌊⌊⌋ OF ⌊⌊⌋	VITAL RECORDS ☐ YES ☐ NO	
RETENTION PERIOD ⌊⌊⌊⌋ DAYS		DESTROY (Y OR N) ⌊⌋		
OFFICIAL RECORD TITLE				
PREPARED BY:		PHONE NUMBER	EXTENSION	DATE

APPENDIX G

PRODUCT PHASE DOWN WORKSHEET

Milestone	Group	Scheduled Date	Actual Date
Retirement decision made			
Retirement team established			
Retirement Team meetings			
–Questions answered per heading 3			
–Risks outlined			
–Alternatives outlined, recommendations made			
PPD plans determined, schedule outlined			
Phase 4B Business Plans written			
Phase 4B Business Plans approved by team members			
VP approval of phase down plans			
PRC reviews plans if Top 100 product			
Write PAC proposal			
Final Review Memo distributed			
DSPS Update Forms submitted			
Software product retirement PAC (proposal or notification) submission			
Software product retirement PAC (proposal or notification) review by PAC			
PAC approved retirement memo distributed (Phase 4B closed)			
Submit Sales Update article			
Sales Update published			
Service support contract customer notification			
DSPS R code changes made			
DSPS maintenance mode changes made			
Third-party inventory quantity obtained from the Inventory Information and Process group[1]			
Third-party vendor letter sent out[1]			
Third-party disposal response from vendor (scrap or return)[1]			

[1]This pertains to DDS products only. If retiring a Digital-developed software product, go on to the next item.

Milestone	Group	Scheduled Date	Actual Date
Notify the Inventory Information and Process group of the vendor's decision (this can be included as a special note on the obsolete memo)			
Notice of Prouct Obsolescense memo distributed			
Obsolete product form obtained from SSB planner			
All license DSPS entries deleted from the price file			
All service DSPS entries deleted from the price file			
Engineering support end date (Phase 5 closure)			

APPENDIX H

REFERENCED DOCUMENTS

EL-Class Number	Document Title
EL-00028-01	*DEC STD 028-1 Corporate Product Phase Down Policy* (draft)
EL-00188-00	*DEC STD 188-0 Archiving Engineering Information: Policy and Procedures*

Copies of Digital EL-Class documents may be obtained from Standards and Methods Control, $VTX SMC, NRO4/D4, DTN: 234-4423, JOKUR::SMC.

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